

Enterprise Incident Report February 2011

As of 3/1/2011

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
GOED	20	2	22
	10	1	11
Customer Company Total	20	2	22
	10	1	11

Enterprise Incident Report February 2011

As of 3/1/2011

GOED

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
GOED	20 1	2 1	22 2
Customer Company Total	20 1	2 1	22 2

Enterprise Incident Report February 2011

As of 3/1/2011

GOED

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
GOED	20 0.27	2 0.57	22 0.29
Customer Company Total	20 0.27	2 0.57	22 0.29

Enterprise Incident Report February 2011

As of 3/1/2011

GOED

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
GOED	20 2	2 0	22 2
Customer Company Total	20 2	2 0	22 2

Enterprise Incident Report February 2011

As of 3/1/2011

GOED

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
GOED	20 12.04	2 1.90	22 11.11
Customer Company Total	20 12.04	2 1.90	22 11.11

Enterprise Incident Report February 2011

As of 3/1/2011

GOED

Detail

INC000000246885	Christina Oliver Application Services	Application Tony Larsen	Error GOED	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.27 30.49
INC000000251561	Kelly Day Application Support	None Michael Brown	None GOED	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.15 196.73
INC000000254236	Mimi Davis-Taylor Help Desk	Mobile Devices Sarah Johnson	None GOED	iPhone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.66
INC000000256285	Suzanne Redington Metro A Desktop Support	Application Burton Brown	Error GOED	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000256290	Chuck Spence Metro A Help Desk	Network Ed Conrad	Password GOED	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000257189	Franz Kolb Application Services	Application Martin Gonzalez	None GOED	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000257538	Aaron White Metro A Desktop Support	Application Burton Brown	Error GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000257543	Franz Kolb Metro A Desktop Support	Application Burton Brown	Error GOED	Novell GroupWise Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000259062	Myrna Hill Metro A Desktop Support	Application Burton Brown	Error GOED	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000259319	Clark Caras Metro A Desktop Support	Application Burton Brown	Error GOED	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000259386	Dominic Brown Capitol Desktop Support	Application Chad Poll	Error GOED	ZENworks for Desktops Medium	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.14 3.77
INC000000260038	Mimi Davis-Taylor Help Desk	Application Brenda Treadway	Password GOED	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000260969	Mimi Davis-Taylor Capitol Desktop Support	Application Chad Poll	Password GOED	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 1.19
INC000000261695	Chad Davis Application Services	None Martin Gonzalez	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 2.14
INC000000263182	Alex Quayson-sackey Metro A Desktop Support	PC/Laptop Mike Wilde	Hardware GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.59
INC000000264519	Leela Beaudry Capitol Desktop Support	PC/Laptop Chad Poll	Error GOED	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.99 5.59

Enterprise Incident Report February 2011

As of 3/1/2011

GOED

INC000000265244	Kit Burton	Application	Error	Novell Messenger	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low Resolved	TTR Missed: No	TTR: 0.03
INC000000266927	Fred Lange	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low Resolved	TTR Missed: No	TTR: 0.04
INC000000268645	Patricia Denny	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.69
	Capitol Desktop Support	Chad Poll	GOED	Low Resolved	TTR Missed: No	TTR: 0.69
INC000000268884	Mimi Davis-Taylor	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.15
	Security	Bart Grant	GOED	Low Resolved	TTR Missed: No	TTR: 1.47
INC000000268976	Cheralyn Anderson	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.64
	Metro B Help Desk	Val Shepherd	GOED	Low Resolved	TTR Missed: No	TTR: 0.64
INC000000269251	Diane Wilson	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	GOED	Low Resolved	TTR Missed: No	TTR: 0.00